	Systems '000s	No change	Change required Data/soft Customer	Data/soft Visit	Data/soft Remote	Chip Change	New Board	New Equipment
Smart Boxes								
Installed base	20			95%	5%			
Changes:	20			19	1			
Costs:								
–Materials								
Minimum				£0				
Average				£10				
Maximum				£20				
–Labour								
Minimum				£25	£25			
Average				£60	£35			
Maximum				£75	£50			
Smart box total (£M)	£1.4			£1.3	£0.0			
Survey Coverage (% of installed base)	100%							

Profile of specialist switch modifications

Specialist switches

Installed base

Suppliers

Responses were received from:
Braid Systems
Hermes
DTS

Products

This section covers Automatic Call Distributors, Message Switches and Fax Switches. The size of the installed base is not known: for estimating the overall NCC costs we have assumed 1,000 systems installed in the UK.

Installed base growth rate: not known
In-service life of products: not known

NCC change programme

Some of these systems will simply need new telephone numbers to be programmed into them. Because of the the large number of numbers stored this is likely to be done by a maintenance engineer.

Other systems will need new software and this will also be done by a maintenance engineer. We have no details on how this will be done in practice, but it is likely to be similar to the re-programming of large PABXs where a PC or other terminal is connected temporarily in order to load the software.

Costs

Where the change only involved new data the cost will be between £100 and £200, which is mainly for the labour involved.

Where new software is also needed, the indications are that the cost could be up to £1,000 per system. The main element of this is also labour charges.

	Systems '000s	No change	Change required Data/soft Customer	Data/soft Visit	Data/soft Remote	Chip Change	New Board	New Equipment

ACDs/special switch

	Systems '000s	No change	Data/soft Customer	Data/soft Visit	Data/soft Remote	Chip Change	New Board	New Equipment
Installed base:	1		29%	71%				
Changes:	1		0.3	0.7				
Costs:								
-Materials								
Minimum			0	0				
Average			10	10				
Maximum			25	25				
-Labour								
Minimum			100	450				
Average			135	500				
Maximum			200	1000				
Special Sw. total (£M)	0.4		0.0	0.4				
Survey response (% of installed base)	70%							

Appendix 14
Survey questionnaire

1. For what types of CPE are you able to give answers?   *(Please circle)*

Payphones	PABXs	Smart boxes
Call management systems	Key systems	Smart sockets
Fax machines	Modems	Memory phones
Security systems	Voice mail (in-house)	Cellular phones
Radio paging systems	Alarm systems	Other _____

2. Where equipment needs to be modified to deal with the National Code Change, please show (in column 1 of the table) which of the modifications listed below you are planning for each type of equipment.   *Please ensure that you make an entry for each equipment type ringed in Q1*

   Some equipment will appear in more than one category, according to the technology used, eg strowger and SPC PABXs will need different modifications. Please show these separately.

3. How many of each type of equipment will you be modifying for the National Code Change? (Column2) What % of the total UK installed base, ie number of units, does this represent? (Column 3)

	Column 1	2	3	4	5
Modifications	Types of equipment (from Q1)	Number of units to be modified by your company	% of UK installed base	Price to users of materials	Price to users of labour
No change needed				£0	£0
New data, entered manually				£0	£25
New software loaded manually				£25	£25
New software loaded remotely				£100–£500 overall charge	
EEPROM / memory				£10	£25